



COVID-19 Pandemic Plan

# Remote Working Guidelines

March 2020

# CUE COVID-19 Pandemic Plan

## Remote Working Guidelines

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## Remote Working Guidelines

### Context

This document is intended to act as guidelines for a pandemic event and remote working. It provides direction and suggestions for supervisors and employees regarding working remotely during a pandemic event that may disrupt all or part of CUE. As well, it provides guidelines when employees or academic colleagues are required or self-request to not attend work on campus.

Working remotely is necessary to minimize the risks of community transmission of COVID-19. When determined to do so, employees should continue to support CUE's operations by working remotely or from home.

### Definitions

Remote work or teleworking is defined as working at home or in an off campus location, making use of the Internet, email and the telephone to conduct business.

**In all cases, if an employee is ill and unable to work, they are not expected or required to work at all until they are deemed medically fit to resume working.**

**If an employee is required to self-isolate, yet neither ill or COVID-19 symptomatic, and their position is able to be performed remotely, they should work remotely.**

## Section #1: Considerations for Supervisors

### Eligibility

Each department, faculty and work unit will make its own selections of positions that will be required to work remotely. Decisions of which positions and employees will be required to work remotely will be determined in consultation with the Supervisor, by the applicable Dean, Director and Vice-President, and will be based on:

1. The suitability of the job for teleworking; and
2. The necessity for their work to continue during the university shut down. This is determined through the area's business continuity plan identifying core and critical positions.
3. Depending on the nature of the position's duties, a position may be temporarily modified to enable remote work. If regular position duties are not able to be performed remotely, other alternative duties may be assigned.

Contingency positions and employees should also be identified as potentially required to work remotely, as employees whose positions have been identified as necessary to work remotely may be ill and unable to work.

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### Arrange Necessary Equipment, Supplies and Systems

Determine what equipment, access and supplies your employees will need to work remotely. If your employees do not have the appropriate technology to work remotely, contact Information Technology Services to discuss options.

Ensure employees know how to access CUE's applications and Google Hangouts, Chat and Meet. Please have them access Information Technology Services Help Desk site for more information.

### Share Information, Documents and Establish Communication Channels

Ensure employees have information and documents they may require when working remotely. Consider moving required information and documents to a Google shared Drive if necessary.

Ensure you determine a daily check-in method with remote workers and employees know how to reach each other, as well yourself. Use of Google Hangouts is an excellent way to have virtual meetings to enable team communication. Set-up regular and consistent on-line meetings with your team as necessary to maintain regular contact, assign work, discuss issues and manage output and operations.

Virtual coffee breaks (for example) can be a good way to address mental health needs.

Ensure employees know to monitor Inside CUE for important communications and announcements.

### Maintain a List of Employees

Keep an up-to-date list of employees and their personal contact information for ease of access.

### Pay Continuation, Medical Certificates and Attendance Tracking

CUE will provide salary continuance during a COVID-19 pandemic event for employees and academic colleagues. For hourly employees who were scheduled to work and are not able to work, please ensure they enter their regular scheduled hours into *myAvanti* in order to be paid. If the hourly employee is not able to enter their regular scheduled hours, you may enter the hours in *myAvanti* on their behalf.

For employees who have to self-isolate, please have them enter their absence in *myAvanti* as *COVID Paid Leave* code to ensure they do not reduce their medical leave entitlements. For any employees who have tested positive for COVID-19, please contact Human Resources to start the short-term disability process.

For academic colleagues who have to self-isolate or who have tested positive for COVID-19, they will continue to receive pay as per their contract. As their supervisor, please track the days and hours the academic colleague was unable to report to work.

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### Child and Dependent Care During Remote Work

As the Government of Alberta has placed restrictions regarding the opening of child care centres and K-12 schools, employees should explore all options for alternative child and dependent care and determine how best to balance the obligations for child or dependent care with work.

In normal circumstances, remote work is not a substitute for child or dependent care. As we are in unprecedented times during this pandemic event, CUE will be flexible and consult with and support employees to determine the best method to balance child and dependent care with work commitments.

Talk to your employees about potential modifications to work time or other arrangements until you and your employee are able to determine the best method to provide child and dependent care, and balance work commitments. This may include alternative duties, modified work, alternative schedules, leave with or without pay, or other arrangements.

## Section #2: Considerations for Employees

### Context

Working remotely is necessary to minimize the risks of community transmission of COVID-19. Discuss with your supervisor if your position is able to work remotely. Based on operational requirements, your supervisor may consider assigning other duties as necessary if your regular duties are not conducive to working remotely.

**In all cases, if an employee is ill and unable to work, they are not expected or required to work at all until they are deemed medically fit to resume working.**

**If an employee is required to self-isolate, yet neither ill or COVID-19 symptomatic, and their position is able to be performed remotely, they should work remotely.**

### Compensation and Work Hours

The employee's compensation, benefits and work responsibilities will not change due to participation in the remote working program.

The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the remote working program.

### Remote Working Equipment and Tools

Employees who currently have remote working capacity are expected to use their existing equipment. For those without remote working capacity, the university may provide specific tools and equipment for an employee to perform their current duties. This may include computer hardware, computer software, and other applicable equipment as deemed necessary.

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The use of equipment, software, and data supplies when provided by the university for use at the remote work location is limited to authorized persons and for purposes relating to university business. The university will provide for repairs to university equipment.

### **Use of personal equipment:**

- Employees must not save university information on personal computing devices.
- When the employee uses their own equipment, the employee is responsible for maintenance and repair of equipment.

For additional information on the provision of Information Technology support for remote working, please see Information Technology Helpdesk website for Remote Work.

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### **Safety**

The employee shall designate a workspace within the remote work location. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

The employee shall create a check-in schedule with their supervisor or co-worker, as discussed with the supervisor. Check-in shall be by phone, text or email once per workday.

### **Confidentiality**

In a remote working environment, employees must continue to maintain the confidentiality practices associated with their regular work. Any university materials taken off campus should be kept in the designated work area and not be made accessible to others.

### **Communication**

Employees must be available by phone and email during core business hours (unless their normal hours of work differ). Remote workers will be available for staff meetings, and other meetings deemed necessary by management.

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### Communication

Ensure you determine a daily check-in method with your supervisor and co-workers. Use of Google Hangouts is an excellent way to have virtual meetings to enable team communication. Set-up regular and consistent on-line meetings to maintain regular contact, review work assignments, discuss issues and operations.

Take virtual coffee breaks or go for a quick walk (for example) can be good ways to address mental health needs.

Ensure you monitor Inside CUE for important communications and announcements.

### Office Supplies

Office supplies will be provided by the university as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee's budget control officer.

### Policy compliance

All employees remain obligated to comply with all CUE rules, policies, practices, procedures, and instructions during the period of teleworking.

### Income Tax

It will be the employee's responsibility to determine any income tax implications of maintaining a home office area. The university will not provide tax guidance nor will the university assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

### Liability

The employee's home workspace will be considered an extension of the university's workspace. Therefore, CUE will continue to be liable for job-related accidents that occur in the employee's home workspace during the employee's working hours.

CUE is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.

CUE assumes no liability for non job-related injuries occurring in the employee's home outside the agreed-upon work hours.

### Worker's Compensation

During work hours and while performing work functions in the designated work area of the home, remote workers are covered by worker's compensation.